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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/044,430	01/11/2002	Richard L. Davis	74411/20786	8533
23380	7590	07/05/2006	EXAMINER	
TUCKER, ELLIS & WEST LLP 1150 HUNTINGTON BUILDING 925 EUCLID AVENUE CLEVELAND, OH 44115-1414			CHANDLER, SARA M	
			ART UNIT	PAPER NUMBER
			3693	

DATE MAILED: 07/05/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No.	Applicant(s)
	10/044,430	DAVIS, RICHARD L.
Examiner	Art Unit	
Sara Chandler	3628	

– The MAILING DATE of this communication appears on the cover sheet with the correspondence address –
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) Responsive to communication(s) filed on 11 January 2002.
- 2a) This action is FINAL. 2b) This action is non-final.
- 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) Claim(s) 1-43 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) Claim(s) _____ is/are allowed.
- 6) Claim(s) 1-43 is/are rejected.
- 7) Claim(s) _____ is/are objected to.
- 8) Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) The specification is objected to by the Examiner.
- 10) The drawing(s) filed on 11 January 2002 is/are: a) accepted or b) objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
a) All b) Some * c) None of:
 1. Certified copies of the priority documents have been received.
 2. Certified copies of the priority documents have been received in Application No. _____.
 3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892)	4) <input type="checkbox"/> Interview Summary (PTO-413) Paper No(s)/Mail Date. _____.
2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)	5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152)
3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) Paper No(s)/Mail Date _____.	6) <input type="checkbox"/> Other: _____.

DETAILED ACTION

Drawings

New corrected drawings in compliance with 37 CFR 1.121(d) are required in this application because:

Fig. 1 contains a typing error "Soliciting Feedback (Forum)" should be -- Soliciting Feedback (Forum) --;

Figs. 2,3,4 and 5 are not legible, the font is to small.

Applicant is advised to employ the services of a competent patent draftsperson outside the Office, as the U.S. Patent and Trademark Office no longer prepares new drawings. The corrected drawings are required in reply to the Office action to avoid abandonment of the application. The requirement for corrected drawings will not be held in abeyance.

Claim Rejections - 35 USC § 112

The following is a quotation of the second paragraph of 35 U.S.C. 112:

The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter which the applicant regards as his invention.

Claims 3,19 and 32 are rejected under 35 U.S.C. 112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention.

Claims 3, 19 and 32 appear to be Markush claims. "A markush group must be definite and complete as to its membership....." (See, e.g. *Ex Parte Morrell*, 100 USPQ 317 (BdPatApp&Int 1954) at 319). The use of "including" makes the claims open and

indefinite. "Including" must be replaced with --consisting of--. Appropriate correction is required.

Claim Rejections - 35 USC § 101

35 U.S.C. 101 reads as follows:

Whoever invents or discovers any new and useful process, machine, manufacture, or composition of matter, or any new and useful improvement thereof, may obtain a patent therefor, subject to the conditions and requirements of this title.

Claims 30-43 are rejected under 35 U.S.C. 101. It is unclear what the statutory class is for "an electronic implementation". The claims appear to apply to software per se which is not patentable subject matter. (MPEP 2106 Patentable Subject Matter – Computer Related Inventions).

Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

The factual inquiries set forth in *Graham v. John Deere Co.*, 383 U.S. 1, 148 USPQ 459 (1966), that are applied for establishing a background for determining obviousness under 35 U.S.C. 103(a) are summarized as follows:

1. Determining the scope and contents of the prior art.
2. Ascertaining the differences between the prior art and the claims at issue.
3. Resolving the level of ordinary skill in the pertinent art.
4. Considering objective evidence present in the application indicating obviousness or nonobviousness.

Claims 1-43 are rejected under 35 U.S.C. 103(a) as being unpatentable over Li, US Pub. No. 2003/0004850 in view of Scott, US Pub. No. 2004/0073507.

Re Claim 1: Li discloses a method of management for procurement bidding comprising the steps of:

receiving a request for quote including requirement information from a buyer for a predetermined transaction (Li, Fig. 2; [0004][0057]" buyer providing an RFQ to the server 12(step 30). The RFQ includes a detailed specification of what the buyer intends to purchase, together with whatever other transaction terms would be required by the buyer in a prospective transaction with the supplier.");

packaging the requirement information into a bid/auction presentation for the predetermined transaction (Li, Fig. 2; [0057] "The data in the RFQ thus defines a set of buyer constraints.... These buyer constraints include those that must be made known to the suppliers in order for the suppliers to formulate a bid");

selecting a plurality of sellers to each respectively provide at least one competitive bid for the predetermined transaction (Li, [0059] "The auction management software18 executing at the server 12 opens the auction by publishing the details of the RFQ to

selected suppliers at the time specified by the buyer (step 32).);

displaying the bid/auction presentation for inspection to the plurality of sellers (Li, [0059] "The auction management software18 executing at the server 12 opens the auction by *publishing the details of the RFQ* to selected suppliers at the time specified by the buyer (step 32).); and

moderating a bid/auction for a predetermined interval to enable the plurality of sellers to

submit a plurality of competitive bids (Li, [0058][0059] “*During the course of an auction interval specified by the buyer, one or more suppliers respond to the RFQ by submitting bids*”[0061][0121]);

Li fails to explicitly disclose a method of management for procurement bidding comprising the steps of: presenting bid results to the buyer for selection of winning bid from among the sellers. Scott discloses a method/web-based method of management for procurement bidding comprising the steps of: presenting bid results to the buyer for selection of winning bid from among the sellers (Scott, abstract, Fig. 2B, [0049][0052][0095] refs. winning supplier/winning bidder; Fig. 2B, [0059] “In block 244, results of the auction are tabulated, and the GCL, buyer, or both determine from which supplier orders are to be filled.”).

It would have been obvious to one of ordinary skill in the art at the time of the invention to combine the teachings of Li and Scott to provide a method of management for procurement bidding comprising the steps of: receiving a request for quote including requirement information from a buyer for a predetermined transaction; packaging the requirement information into a bid/auction presentation for the predetermined transaction; selecting a plurality of sellers to each respectively provide at least one competitive bid for the predetermined transaction; displaying the bid/auction presentation for inspection to the plurality of sellers; moderating a bid/auction for a predetermined interval to enable the plurality of sellers to submit a plurality of competitive bids; and presenting bid results to the buyer for selection of winning bid

from among the sellers. One would have been motivated to aid in the buyer's decision making by presenting all the results.

Re Claim 17: Li discloses a web-based method of management for procurement bidding comprising the steps of (Li, Figs. 6, 8-17,19-28 e.g., web-pages, "Microsoft Internet Explorer"):

receiving requirement information from a buyer for a predetermined transaction (Li, Fig. 2; [0004][0057]" buyer providing an RFQ to the server 12(step 30). The RFQ includes a detailed specification of what the buyer intends to purchase, together with whatever other transaction terms would be required by the buyer in a prospective transaction with the supplier.");

electronically displaying the requirement information on a web page as a bid/auction presentation for inspection by a plurality of sellers (Li, [0059] "The auction management software18 executing at the server 12 opens the auction by *publishing the details of the RFQ to selected suppliers at the time specified by the buyer (step 32.)*");

utilizing an electronic interface to moderate a bid/auction based on the bid/auction presentation for a predetermined interval (Li, [0058][0059]"*During the course of an auction interval specified by the buyer, one or more suppliers respond to the RFQ by submitting bids*"[0061][0121]); and

electronically enabling the plurality of sellers to input a plurality of competitive bids on the bid/auction presentation into a web page (Li, [0058][0059]"*During the course of an auction interval specified by the buyer, one or more suppliers respond to the RFQ by submitting bids*"[0061][0121].

Li fails to explicitly disclose a web-based method of management for procurement bidding comprising the steps of: electronically presenting bid results to the buyer for selection of winning bid from among the sellers. Scott discloses a web-based method of management for procurement bidding comprising the steps of: electronically presenting bid results to the buyer for selection of winning bid from among the sellers (Scott, abstract, Fig. 2B, [0049][0052][0095] refs. winning supplier/winning bidder; Fig. 2B, [0059] "In block 244, results of the auction are tabulated, and the GCL, buyer, or both determine from which supplier orders are to be filled.").

It would have been obvious to one of ordinary skill in the art at the time of the invention to combine the teachings of Li and Scott to provide a web-based method of management for procurement bidding comprising the steps of: receiving requirement information a buyer for a predetermined transaction; electronically displaying the requirement information on a web page as a bid/auction presentation for inspection by a plurality of sellers; utilizing an electronic interface to moderate a bid/auction based on the bid/auction presentation for a predetermined interval; electronically enabling the plurality of sellers to input a plurality of competitive bids on the bid/auction presentation into a web page; and electronically presenting bid results to the buyer for selection of winning bid from among the sellers. One would have been motivated to aid in the buyer's decision making by presenting all the results.

Re Claim 30: Li discloses an electronic implementation for management of a network-based procurement bidding comprising (Li, Figs. 6, 8-17,19-28 e.g., web-pages, "Microsoft Internet Explorer"; [0088][0090][0091] "Organization of user interface"):

an electronic interface for displaying requirement information from a buyer as bid/auction presentation for inspection by a plurality of sellers (Li, [0059] "The auction management software18 executing at the server 12 opens the auction by *publishing the details of the RFQ* to selected suppliers at the time specified by the buyer (step 32).); an electronic interface for allowing a transaction manager to moderate a bid/auction based on the bid/auction presentation for a predetermined auction interval (Li, [0058][0059]"*During the course of an auction interval specified by the buyer, one or more suppliers respond to the RFQ by submitting bids*"[0061][0121]); and an electronic interface for enabling the plurality of sellers to submit a plurality of competitive bids on the auction presentation (Li, [0058][0059]"*During the course of an auction interval specified by the buyer, one or more suppliers respond to the RFQ by submitting bids*"[0061][0121]).

Li fails to explicitly disclose an electronic implementation for management of a network-based procurement bidding comprising: an electronic interface for presenting bid results to the buyer for selection of winning bid from among the sellers. Scott discloses an electronic implementation for management of a network-based procurement bidding comprising: an electronic interface for presenting bid results to the buyer for selection of winning bid from among the sellers (Scott, abstract, Fig. 2B, [0049][0052][0095] refs. winning supplier/winning bidder; Fig. 2B, [0059] "In block 244, results of the auction are tabulated, and the GCL, buyer, or both determine from which supplier orders are to be filled.").

It would have been obvious to one of ordinary skill in the art at the time the invention was made to combine the teachings of Li and Scott to provide an electronic implementation for management of a network-based procurement bidding comprising: an electronic interface for displaying requirement information from a buyer as a bid/auction presentation for inspection by a plurality of sellers; an electronic interface for allowing a transaction manager to moderate a bid/auction based on the bid/auction presentation for a predetermined auction interval; an electronic interface for enabling the plurality of sellers to submit a plurality of competitive bids on the auction presentation; and an electronic interface for presenting bid results to the buyer for selection of winning bid from among the sellers. One would have been motivated to aid in the buyer's decision making by presenting all the results.

Re Claims 2: Li discloses a method wherein the predetermined transaction comprises at least one of goods and services to be provided from at least one of the sellers to the buyer (Li, [0011]"Requisitions can include a purchase of one or more items, the performance of one or more services" [0013[0097]]).

Re Claim 3: Li discloses a method wherein the goods and services are selected from a group including at least one of: products to be manufactured, non-resale retail items, shipping services, storage/warehousing services, general construction services, security services, fixtures, displays, design, installation, merchandising services, graphics products and services, supplies, building materials (Li, [0011]"Requisitions can include a purchase of one or more items, the performance of one or more services" [0013[0097]]).

Re Claim 4: Li discloses a method wherein the step of receiving required information

comprises receiving information on at least one of specifications, technical parameters, and deadlines with respect to the predetermined transaction (Li, Fig. 2; [0004][0057]" buyer providing an RFQ to the server 12(step 30). The RFQ includes a detailed specification of what the buyer intends to purchase, together with whatever other transaction terms would be required by the buyer in a prospective transaction with the supplier.").

Re Claim 5: Li discloses a method wherein the step of packaging the requirement information comprises generating a bid/auction presentation in a standardized format including at least one of descriptions, specifications, technical parameters, deadlines, and static and interactive graphical renderings with respect to the predetermined transaction (Li, Fig. 2; [0057] "The RFQ includes a detailed specification of what the buyer intends to purchase, together with whatever other transaction terms would be required by the buyer in a prospective transaction with the supplier.").

Re Claim 6: Li discloses a method comprising the step of selecting a plurality of sellers (Li, [0059] "The auction management software18 executing at the server 12 opens the auction by publishing the details of the RFQ to *selected suppliers* at the time specified by the buyer (step 32).). Li fails to explicitly disclose method wherein the step of selecting a plurality of sellers comprises selecting sellers from an appropriate category of a membership database of sellers so as to match buyer requirement information with appropriate seller expertise. Scott discloses wherein the step of selecting a plurality of sellers comprises selecting sellers from an appropriate category of a membership database of sellers so as to match buyer requirement information with appropriate seller

expertise (Scott, abstract, [0041]"the buyers and one or more pole personnel identify suppliers for participating in the auction. The most obvious sellers are those that have already been 'qualified' to supply the items being auctioned." [0043][0056][0078][0092]). It would have been obvious to one of ordinary skill in the art at the time of the invention to combine the teachings of Li and Scott to provide a method wherein the step of selecting a plurality of sellers comprises selecting sellers from an appropriate category of a membership database of sellers so as to match buyer requirement information with appropriate seller expertise. As suggested by Scott, one would be motivated to have a supplier capable of supplying the items needed by the organization.

Re Claim 7: Li discloses a method wherein, following the step of displaying the bid/auction presentation, a step is provided of soliciting feedback so as to enable the sellers to provide comments with at least one of requesting more information and proposing alternatives to the requirement information specified in the auction presentation (Li, [0060] "the buyer now has an opportunity to negotiate with individual suppliers.").

Re Claim 8: Li discloses a method wherein the comments obtained from the step of soliciting feedback are made available to all of the respective plurality of sellers, and wherein the step of soliciting feedback is repeated to enable the sellers to provide further comments on each other's comments (Li, [0060] "the buyer now has an opportunity to negotiate with individual suppliers.").

Re Claim 9: Li discloses a method wherein, prior to the step of moderating an auction, a step is provided for soliciting a closed bid from each of the plurality of sellers, wherein

the solicited closed bids establish an opening auction bidding level prior to the predetermined auction interval (Li, [0102][0112][0113]).

Re Claim 10: Li fails to explicitly disclose a method wherein, prior to the step of moderating an auction, a step is provided for establishing a predetermined bid decrement to be used by the plurality of sellers in submitting competitive bids. Official Notice is taken that it is old and well-known to change an auction formats depending on the types of products or services, the number of participants, and the objectives of the auction (e.g., auctions for procurement, online auctions etc.) It would have been obvious to one of ordinary skill in the art at the time of the invention to modify the teachings of Li to provide a method wherein, prior to the step of moderating an auction, a step is provided for establishing a predetermined bid decrement to be used by the plurality of sellers in submitting competitive bids. One would have been motivated by profits, the desire to obtain the products services and the most desirable price or to have a pool of bidders with a positive track record of performance.

Re Claim 11: Li fails to explicitly disclose a method wherein the step of presenting bid results comprises presenting at least one report selected from at least one of: bid/auction history, seller input, and seller comment history. Scott discloses a method wherein the step of presenting bid results comprises presenting at least one report selected from at least one of: bid/auction history, seller input, and seller comment history (Scott, abstract, Fig. 2B, [0049][0052][0095] refs. winning supplier/winning bidder; Fig. 2B, [0059] “In block 244, results of the auction are tabulated, and the GCL, buyer, or both determine from which supplier orders are to be filled.”). It would have

been obvious to one of ordinary skill in the art at the time the invention was made to combine the teachings of Li and Scott to provide a method wherein the step of presenting bid results comprises presenting at least one report selected from at least one of: bid/auction history, seller input, and seller comment history. One would have been motivated to aid in the buyer's decision making by presenting all the results.

Re Claim 12: Li discloses a method wherein the steps of displaying the bid/auction presentation for inspection to the plurality of sellers (Li, [0059] "The auction management software18 executing at the server 12 opens the auction by *publishing the details of the RFQ* to selected suppliers at the time specified by the buyer (step 32).") and moderating a bid/auction for a predetermined auction interval are performed electronically over a network (Li, [0058][0059]"During the course of an auction interval specified by the buyer, one or more suppliers respond to the RFQ by submitting bids"[0061][0121]).

Re Claim 13: Li discloses a method wherein the steps of displaying the bid/auction for inspection to a plurality of sellers (Li, [0059] "The auction management software18 executing at the server 12 opens the auction by *publishing the details of the RFQ* to selected suppliers at the time specified by the buyer (step 32).") and moderating a bid/auction for a predetermined auction interval are performed electronically over an Internet connection (Li, [0058][0059]"During the course of an auction interval specified by the buyer, one or more suppliers respond to the RFQ by submitting bids"[0061][0121]).

Re Claim 14: Li discloses a method wherein the step of receiving a request for quote including requirement information from a buyer (Li, Fig. 2; [0004][0057]" buyer providing an RFQ to the server 12(step 30). The RFQ includes a detailed specification of what the buyer intends to purchase, together with whatever other transaction terms would be required by the buyer in a prospective transaction with the supplier."). Li fails to explicitly disclose a method wherein the step of presenting bid results to the buyer are performed electronically over a network. Scott discloses a method wherein the step of presenting bid results to the buyer are performed electronically over a network (Scott, abstract, Fig. 2B, [0049][0052][0095] refs. winning supplier/winning bidder; Fig. 2B, [0059] "In block 244, results of the auction are tabulated, and the GCL, buyer, or both determine from which supplier orders are to be filled."). It would have been obvious to one of ordinary skill in the art at the time of the invention to combine the teachings of Li and Scott to provide wherein the step of receiving a request for quote including requirement information from a buyer and the step of presenting bid results to the buyer are performed electronically over a network. One would have been motivated to aid in the buyer's decision making by presenting all the results.

Re Claim 16: Li fails to explicitly disclose a method wherein the step of selecting a plurality of sellers comprises selecting sellers from an electronically retrievable database of sellers. Scott discloses a method wherein the step of selecting a plurality of sellers comprises selecting sellers from an electronically retrievable database of sellers (Scott, abstract, [0041]"the buyers and one or more pole personnel identify suppliers for participating in the auction. The most obvious sellers are those that have already been

'qualified' to supply the items being auctioned." [0043][0056][0078][0092]). It would have been obvious to one of ordinary skill in the art at the time of the invention to combine the teachings of Li and Scott to provide a method wherein the step of selecting a plurality of sellers comprises selecting sellers from an electronically retrievable database of sellers. As suggested by Scott, one would be motivated to have a supplier capable of supplying the items needed by the organization.

Re Claim 34: Li discloses an implementation further comprising an electronic implementation for enabling the transaction manager to package the requirement information into the auction presentation for the predetermined transaction, wherein the transaction manager is at least one of a web site provider, a third party representative, and a representative from the buyer's company (Li, [0058] "The buyer also provides auction management software 18 with procedural data relating to the management of the auction." [0059]).

Re Claim 43: Li discloses an implementation wherein the electronic implementation for management of a network-based bid/auction is deployed electronically over an Internet connection (Li, Figs. 6, 8-17, 19-28 e.g., web-pages, "Microsoft Internet Explorer"; [0088][0090][0091] "Organization of user interface").

Re Claims 18 and 31: Claims 18 and 31 contain features or limitations recited in Claim 2, therefore they are rejected under the same rationale.

Re Claims 19 and 32: Claims 19 and 32 contain features or limitations recited in Claim 3, therefore they are rejected under the same rationale.

Re Claims 20 and 33: Claims 20 and 33 contain features or limitations recited in Claim 4, therefore they are rejected under the same rationale.

Re Claims 21,22 and 35: Claims 21,22 and 25 contain features or limitations recited in Claim 5, therefore they are rejected under the same rationale.

Re Claims 23,24, 36 and 37: Claims 23,24, 36 and 37 contain features or limitations recited in Claim 6, therefore they are rejected under the same rationale.

Re Claim 25 and 38: Claims 25 and 38 contain features or limitations recited in Claim 7, therefore they are rejected under the same rationale.

Re Claims 26 and 39: Claims 26 and 39 contain features or limitations recited in Claim 8, therefore they are rejected under the same rationale.

Re Claims 27 and 40: Claims 27 and 40 contain features or limitations recited in Claim 9, therefore they are rejected under the same rationale.

Re Claim 28 and 41: Claims 28 and 41 contain features or limitations recited in Claim 10, therefore they are rejected under the same rationale.

Re Claim 29 and 42: Claims 29 and 42 contain features or limitations recited in Claim 11, therefore they are rejected under the same rationale.

Conclusion

The prior art made of record and not relied upon is considered pertinent to applicant's disclosure:

Coffman, US Pub. No. 2002/0099638 - communicating with suppliers in an electronic auction;

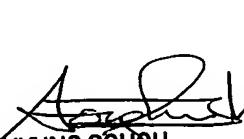
Force, US Pat. No. 6,704,716 - seller and bidder negotiations.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Sara Chandler whose telephone number is 571-272-1186. The examiner can normally be reached on 8-4:30.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Hyung Sough can be reached on 571-272-6799. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

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